



# COMPLIANCE AUDIT OF SPECIFIC ONLINE PAYMENT METHOD WITHIN RETAILERS

**Case Study:** Retail Services – Online Payment System

A global company offering an in-store payment method needed **compliance audits** to confirm the payment method was being used and advertised correctly

# COMPLIANCE AUDIT OF SPECIFIC ONLINE PAYMENT METHOD WITHIN RETAILERS

## Case Study: Retail Services – Online Payment System

A global company that developed a mobile app and online payment system wanted to check that their digital wallet platform service was available at retailers and that it was advertised in-store correctly.

### REQUIREMENT

As part of their campaign to promote their digital wallet facility the customer engaged Field Solutions Inc. and RGIS to complete the following:

- Advertise and display the new payment method in-stores
- To attend over 13,500 retail stores in various international markets
- Ensure retailers globally understood the new payment method
- Checked that the new payment method worked in-store
- Document that the advertising was placed correctly and that the digital wallet platform payment method was available

### SOLUTION

Field Solutions and RGIS collaborated to develop field teams to complete **in-store compliance audits**. The process included:

- **Training for all auditors** to cold-visit retail stores and communicate with store managers
- Planning systematic and **coordinated store visits over three months** across key cities in Australia, Germany, Singapore and the United Kingdom
- **Executing the audits** including **recording photographs**, surveys and related data using a tablet web application

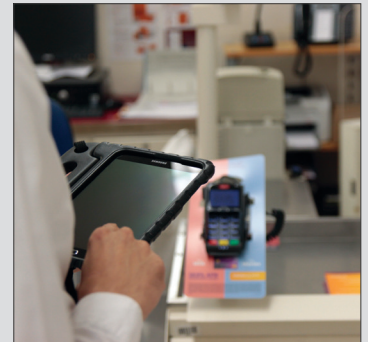
### RESULTS

The customer received the audit results:

- Electronic data format that included images, **GPS coordinates**, site details, survey information
- The data could be **filtered across a range of variables** including country and digital wallet uptake
- RGIS is now providing on-going site surveys for the global company



The customer was given **full compliance audit survey results**, which could be **filtered across a range of variables**, so results could also be looked at in isolation to target specific retailers as required



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RGIS\_CS\_0019\_01

Compliance Audit Survey



Information Gathering



Accurate Data



Identified Training Requirements



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